

**ACADEMIC GRIEVANCE PROCEDURE**  
**For Students Enrolled in the**  
**Continuing and Career Education Program**

The following process should be used when a student has a grievance concerning grades or other academic issues related to their education. Students who believe they have a grievance related to grades or other academic issues must initiate the grievance procedure within the next academic Term.

**Informal Process**

The student will first approach the individual faculty member to attempt to resolve the grievance with him or her.

If the student finds the faculty member's decision unsatisfactory, he or she may take the complaint to the Director of Continuing & Career Education, who will speak to both parties to try to resolve the grievance. In this process, the student has the responsibility to submit a clearly written statement of the grievance to the Director with supporting documentation. Upon completion of this informal process, the Director will communicate his or her decision to the student.

If the faculty member involved in the grievance is the Director, the Dean will select another member of the program to assume the role of the Director described above.

**Formal Process**

If the student is dissatisfied with the outcome of this informal process, he or she may request that the grievance be resolved by the formal grievance process, which involves the convening of an Academic Grievance Committee to review the case and to hold a hearing.

The Academic Grievance Committee will consist of three faculty members. Members of the Academic Grievance Committee will be appointed by the Director.

The Academic Grievance Committee will then:

- a) review the pertinent documents
- b) invite the student to present his or her position either in person, or in the case of distance learning, by Skype or a similar program, and respond to questions about the grievance.
- c) invite the faculty member to present his or her position in person, or in the case of distance learning, by Skype or a similar program, and respond to questions about the grievance.
- d) summarize in writing the Committee's understanding of each side of the grievance and the primary factors guiding the Committee's thinking and allow for further input from both sides prior to any decision.
- e) after consultation with the Director, render a decision as to how to resolve the grievance . This decision will be final.
- f) Report the decision to the Director, faculty member, and student.

Regarding grievances pertaining to grades, the grievance will only be allowed to go forward if:

1. There is evidence that the faculty member has not informed the student of the program or course requirements relative to the perceived grievance or;
2. A faculty member renders a decision that is not in accord with the standard practices or principles of the Program or the College. Standard practices and principles are defined as those guidelines, both written and unwritten, which have governed grading decisions in the past and which are accepted by the Program as governing grading decisions in the present.

Students enrolled in online distance courses may file a written complaint regarding the institution with the Department of Education. However, this process may only be used after exhausting the College's internal procedures for resolving grievances. Complaint forms are available at [www.mass.edu](http://www.mass.edu).

Decisions regarding suspension, probation, or dismissal of a student from a CCE Program for lack of clinical competence or failure to act in accordance with ethical or professional standards are made by the Director of the CE Program with consultation from faculty. If the grievance is concerned with a decision related to suspension, probation, or dismissal, the student will submit a clearly written statement of the grievance to the Director of Continuing & Career Education.

The Director will then:

- a) review the pertinent documents;
- b) invite the student to present his or her position in person, or in the case of distance learning, by Skype or a similar program, and respond to questions about the grievance;
- c) summarize in writing the Director's understanding of each side of the grievance and allow for further input from both sides prior to any decision;
- d) render a decision as to how to resolve the grievance (assuming one exists). This decision will be final.
- e) report the decision to the student.

### **DISMISSAL**

The College reserves the right to dismiss a student for poor academic performance, academic dishonesty, or unprofessional behavior.

**The Continuing & Career Education programs at Assumption College prepare students for service to the public. The program has an obligation to the community to ensure that only those students demonstrating academic competence, clinical competence (if applicable), and professionally responsible behavior are continued in the program. Students failing to meet these criteria may be recommended for termination from the program.**